

Disability Specialist: Great Service for People with Disabilities

Course Description: This interactive class teaches Disability Placement Specialists the principles and methods to support other WorkSource staff and partners in providing accessible, effective services for job seekers with disabilities. Disability Placement Specialists will learn to evaluate and resolve issues and situations related to providing great customer service for job seekers who have disabilities.

Duration: 4 hours

Audience: Disability Placement Specialists

Objectives: Upon completion of this course participants will be able to:

- Demystify serving people who have disabilities by:
 - Developing core knowledge of the principles related to accessible, effective services.
 - Answering frequently asked questions related to serving Job Seekers who have mental health disabilities; deafness or a hearing loss; learning disabilities; vision impairments; and service animal users; and
 - Be able to identify and appropriately use the available resources for technical assistance and problem solving.

Authorization: Administrators and supervisors manage employee registration, travel arrangements, and work schedules.

Prerequisites: None

Refreshments/Meals: On your own

Special Needs: Notify us at [ESD GP ECDD Training Academy](#) if you need an accommodation.

Registration: [E-Train](#)

Class Size: Class limited to 15 participants.

Schedule: [ECDD Training Calendar](#)

Additional classes may be scheduled upon request.